



April 23, 2021

**VIA ELECTRONIC FILING**

The Honorable Jocelyn Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Act No. 17 of 2021 (H.B. 3770) - A Joint Resolution to Authorize the Use of Federal Funds Disbursed to the State Pursuant to the Federal "Consolidated Appropriations Act, 2021" for the Emergency Rental Assistance Program; to Create the South Carolina Emergency Rental Assistance Program and to Provide the Manner in Which the Funds Must Be Distributed; to Provide That Certain Colleges and Universities May Contract with Private Parties to Provide Services Related to Certain Federal Employment Tax Credits; and to Provide That the South Carolina State Housing Financing and Development Authority Shall Take Certain Actions to Ensure That Eligible Households and Landlords are Aware of the Program  
ND-2021-6-A

Dear Ms. Boyd:

Effective April 16, 2021, the South Carolina General Assembly enacted Act No. 17 which, among other things, authorizes the use of federal funds disbursed to the state for the South Carolina Emergency Rental Assistance Program (the "Program"). Under Act No. 17, the Program is administered by the South Carolina State Housing Financing and Development Authority to assist eligible households that are unable to pay rent, utilities, and other expenses incurred related to housing due to the COVID-19 pandemic. Additionally, Act No. 17 creates the South Carolina Emergency Rental Assistance Program Advisory Panel, which consists of (i) the Director of the Department of Administration, or his designee; (ii) the Director of the Office of Regulatory Staff, or his designee; (iii) one representative recommended by the Association of Counties appointed by the board of directors of SC Housing; (iv) one representative from the Affordable Housing Coalition of South Carolina appointed by the board of directors of SC Housing; (v) one representative from the South Carolina Association for Community Economic Development appointed by the board of directors of SC Housing; and (vi) one representative from a utility provider appointed by the Public Service Commission of South Carolina ("Commission") (collectively, the

“Panel”). The purpose of the Panel is to review and monitor the implementation and evaluation of the Program and funding.

As stated above, the Commission has the authority to appoint one representative to the Panel from a utility provider. On behalf of Dominion Energy South Carolina, Inc. (“DESC” or “Company”), the purpose of this letter is to recommend that the Commission appoint Cristina Freeman to serve as the Panel’s representative from a utility provider. Ms. Freeman is the Manager for Customer Assistance for DESC and has nearly thirty years of experience serving in various customer assistance roles across her career at DESC and elsewhere. At DESC specifically, Ms. Freeman has served as a bi-lingual Customer Service Supervisor and was responsible for managing a team of Customer Service Representatives and supporting daily contact center operations. Her responsibilities also included assisting with customer account related inquiries, such as billing, credit action and service orders for customers in both English and Spanish.

In her current role as Manager of Customer Assistance, Ms. Freeman is responsible for the implementation and administration of customer assistance programs designed to assist all customers throughout the Company’s service territory, with a primary focus on those that are low-income, persons with disabilities, senior citizens, veterans and households with medical equipment reliant on electricity. She also identifies, provides, and supports opportunities for community engagement through participation in community outreach events and serves as the Special Needs Coordinator as part of the Emergency Recovery Team during major storm events.

It is without question that Ms. Freeman possesses the qualifications to adequately represent utility providers on the Panel but more importantly, she possesses a caring spirit and endeavors each day to seek out those in need and quietly provides assistance on behalf of the Company. These character traits, coupled with her qualifications, will serve the Panel well as it reviews and monitors the implementation and evaluation of the Program and funding.

The Company understands that other utility providers may present persons for appointment to the Panel by the Commission, and it is honorable for them to do so, but for the reasons stated above, DESC respectfully requests that the Commission appoint Cristina Freeman to the Panel.

In conclusion, it is the Company’s understanding that the Panel held its first meeting on April 23, 2021. In light of the Panel’s rapid assembly, DESC also respectfully requests that the Commission appoint Ms. Freeman to the Panel as quickly as possible so that the Panel may benefit from her experience and participation in a timely manner.

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If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms

cc: All Parties of Record  
(all via electronic mail only)